Portal User Group Meeting

February 2, 2012

Agenda

- Welcome
- BEST Reorganization
- Updates
  - New WCMS Standard
  - Accessibility Committee
  - Google Analytics
  - Social Media
  - Translation
  - Search Engine
  - Agency Website Consolidations
- Reminders

BEST Reorganization

- Application Services – Chuck Hoadley
- Communication/Collaboration Services – Steve Lynch
- Data Services – Dean Myshrall
- Network Services – Hal Clark
- Operations Services – Nick Demetriades
- Planning and Architecture – Len Smith
- Platform Services – Eric Lindquest
- Security Services – Steve Casey

BEST Reorganization

- The Portal Management Group is part of the Application Services Division
- The division handles Application Development, Application Hosting, and Enterprise Applications
- Dan Sears is the manager over Application Development and Hosting and Angela Taetz is the manager over Enterprise Applications
- As a result of the new role, Angela will be turning over more of her portal responsibilities to the group

BEST Reorganization

- Angela's Enterprise Applications include
  - eLicensing
  - Enterprise Content Management – FileNet
  - Geographic Information System (GIS)
  - Learning Management System (LMS)
  - Web Content Management - DSF

Updates

New WCMS Standard

- Team recommended a standard to the Enterprise Architecture Group based on RFI
- Procedure has changed and a RFP, open to all vendors, will be required before we purchase a system
- We will use what we learned in the RFI for planning purposes
- Our recommendation will not be included in the Standards

Accessibility Committee

Pam Casiano, Chair

Web Accessibility

Accessibility supports social inclusion for people with disabilities as well as others.

Web accessibility encompasses all disabilities that affect access to the web, including;

- Visual
- Hearing
- Physical
- Cognitive
- Neurological
- Speech

Usability

- Most accessibility guidelines also improve usability for everyone, and especially benefit older users, people using different devices, people not fluent in the language and people with low bandwidth connections or using older technologies.

How to Make Your Website More Accessible

- Use a Readable Font; Arial, Book Antiqua, Comic Sans MS, Georgia, Courier New, Tahoma, Times New Roman, Trebuchet MS, and Verdana.

- Avoid Italics, bold or underscore is preferable to italics.

- File size – Suggest a maximum of 4mb

- Use consistent layout and structure

- Add alternative text to images

- Make all links accessible to keyboard,
  wrong:<Span onclick="name"> right:<a href="name">

  Meaningful link names,
  example: Use "BEST Home Page" instead of "click here"

  Tables – Need appropriate column and/or row headings

  Validate Mark-Up, http://validator.w3.org/
  Valid HTML and CSS is good for accessibility

  Avoid flashing images and scrolling text

- Use more than color to convey a meaning. Many people have some form of vision impairment, such as color blindess. Check out your pages in http://www.vischeck.com

- Check color contrast with; Color Contrast checker by WebAim, and Graybit.com

- Check your pages in black and white, print it.

- Save your Microsoft Office 2010 documents down to 2003.

- When posting a document, if it is not a universal format, post an accessible PDF version of it.

▸ Add captioning to all video

▸ Scanned documents can't be made accessible, for signature purpose scan signature only

▸ Fillable PDF Forms - Suggest a print form

▸ Avoid Captcha, major problems to users who are blind, have low vision, or have a learning disability such as dyslexia. Ask your Information Technology office about Spam Filtering.

▸ Social Media – Is not accessible, if your agency is using a social media tool, it can't be used as a single source of providing information. It should be used as an additional tool of communicating the same information or content posted on your website.

"Graduation Day 2009"
Youtube video with captioning

http://www.youtube.com/watch?v=sdEk4P3kQb0

Google Analytics

- Google Analytics has been running for over 1 year now
- All DSF sites are tracked
- A few sites that are not on DSF are tracked
    - Webmasters installed the provided code on each page of the website to be tracked
- If GA tracking code is not on your sites, no statistics have been gathered for the last year
- Google Analytics Training

Google Analytics

- Google Analytics is the official way to gather Visitor Statistics for your site
- WebTrends is available for historical web statistics only
  - No guarantees after January 1, 2011
- If you are not using Google Analytics (i.e. having the GA code on your sites), you will have NO web statistics for your site(s)
  - Missing data cannot be gathered later

Social Media

- Initiative to change the Social Media Policy language
- Draft of the policy changes are under review
- BEST will no longer be "approving" social media sites
- BEST is only requesting to be notified when new social media sites are launched
  - BEST will add them to the CT.gov list of all State social media sites

Social Media and Translation

- The Office of Policy and Management is in consultation with DAS/BEST (including legal review of Terms of Service) for the following:
  - Facebook
  - YouTube
  - Translation
- We will keep you informed on this process

Search Engine

- Google Search Appliance (GSA) has been crawling all sites since July 2011
- Sites using GSA – 78
- DSF Intranet Sites with IP Filter (search appliance was added to the allowed ip's filter)
- InkTomi Search Engine – Offline

Agency V4 Template Upgrade

- Agency Website Consolidations
- Start the V4 Template Upgrade for all the remaining non-departmental sites
- PMG will contact System Administrator to begin the process
- Will include upgrade to Google Search

Agency V4 Template Upgrade

- For more information on the V4 templates, go to the "Webmaster Information" section of the CPI website at www.ct.gov/cpi
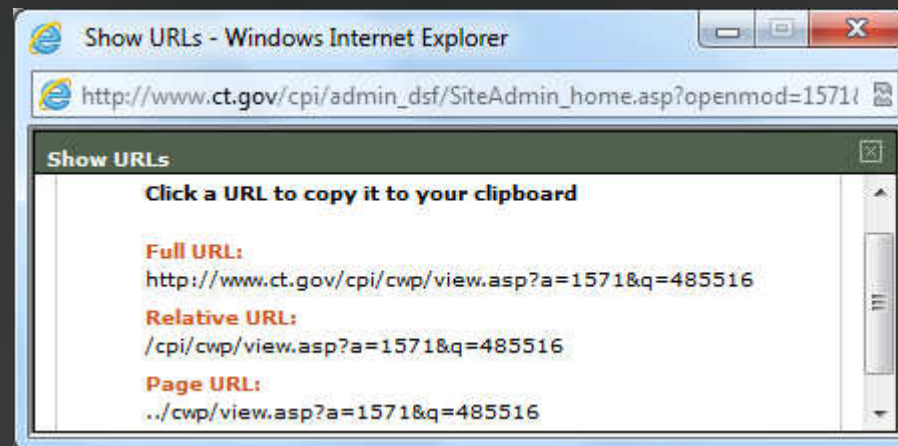
Reminders

- Relative links
- DSF Issues
- DSF Basic Training
- DSF Failover Test

Relative Links

- It is important to make sure all Content Admins are NOT using full links when linking within the same site
- They should be using PAGE LINKS

Relative Links

- Consolidating Agencies are now running into issues because once content is consolidated, they have to manually change all their links to these pages
- ONLY using Page Links prevents this from happening

DSF Issues

- Web FileManager is blank
  - Java 6 Update 21
- Issue with tables and code view on IE 8
  - Editor fix for IE7 & IE9
  - IE9 requires Windows 7 or Vista Operating System
- Relative Reference Link to Web FileManager file issue on IE 9 (404 File Not found)
  - We are working with Cimbrian to find cause

DSF Training

- We are scheduling one class a month using BEST's Computer Training Room
- The classes are geared for new users or those that haven't used the system in a long time and need a refresher

DSF Failover Test

- Scheduled for February 16, 2012
  - Start 6:00am
  - Admin disabled
  - Back online 7:00am
- Failover to backup SQL Server

2012 Portal User Group Meetings

- April 18, 2012
- July 18, 2012
- October 10, 2012